



## Setting Up Email or Pager Alarm Notification

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You can receive notification of Cisco EGW 2200 alarms through an email or pager message. When you set up notification, you can specify the criteria, including level of detail in the report and the severity of alarms you want reported. You can send notifications to multiple recipients by entering multiple email addresses. The message will include the EGW host name (in the “From” field), the alarm name, a description, the alarm severity, and the time of occurrence.

In contrast to the View Alarms window, which displays current, uncleared alarms, alarm notification notifies you of both set and cleared alarms.

For this feature to work, the Cisco EGW must be connected to an SMTP server. For pager notification, your pager must be capable of receiving alphanumeric pages through email.



Note

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You must have specified your mail server in the SMTP field during Cisco EGW 2200 installation.

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**Behind the scenes:** This feature monitors Cisco EGW alarms (using SNMP traps) and sends out alarm information in XML format.

### Before You Begin

- The Cisco EGW must have connectivity to an SMTP server. During installation of the Cisco EGW, you must have specified your mail server in the SMTP field.
- For pager notification, your pager must be capable of receiving alphanumeric pages through email.

## Steps

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**Step 1** In Cisco EGW Administration, set up alarm notification:

- a. Under Diagnostics, click **Alarm Notification**. The Alarm Notification window opens. Refer to Diagnostics > Alarm Notification in Cisco EGW Administration Online Help for details on the settings.
- b. Click **Update**.

Alarm messages will now be sent to the designated email addresses. See [Description of Email Message](#) for information on the message header and body.



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To check alarms, in Cisco EGW Administration, under Diagnostics click **View Alarms**. (Cleared alarms are not listed.)

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## Description of Email Message

### Message Header

**From:** root@egw-nn.yourdomain.com—*The Cisco EGW 2200 host*  
**To:** youremail@domain.com—*Your email address*  
**Sent:** Monday, May 02, 2005 6:40 AM  
**Subject:** EGW Alarm Notification—*Standard subject line for all alarm emails*

### Message Body

#### Summary Message Example

agent address: 10.82.80.41agent address: 10.82.80.41  
 trap type(OID): CISCO EGW/MGC TRAP  
 specific trap: MGC\_processingError  
 MGC\_AlarmCatName.0: MAJOR M-OOS  
 MGC\_AlarmStatus.0: 2  
 MGC\_AlarmSeverity.0: 3  
 MGC\_CompMMLName.196612: AMDMPR-01

#### Detailed Message Example

agent address: 10.82.80.41agent address: 10.82.80.41  
 trap type(OID): CISCO EGW/MGC TRAP  
 specific trap: MGC\_processingError

*Includes the following information on your email notification specifications and syntax help for MGC and HSI alarms:*

Current Email Notification level:2 Numberof alarms per minute maximum to receive:2

Note that

MGC\_AlarmStatus(1=clear,2=set)  
 MGC\_AlarmNotify(1=no,2=yes)  
 MGC\_AlarmSeverity(1=informational,2=minor,3=major,4=critical)  
 MGC\_AlarmReported(1=no, 2=yes)  
 HSI\_type{ noErr(1), comm(2), qSrv(3), procErr(4), eqptErr(5),  
 envtErr(6) }  
 HSI\_severity{ informational(1), minor(2), major(3), critical(4),  
 cleared(5) }

HSI\_currentState,previousState { starting(1), running(2),  
haltPending(3),  
restartPending(4), rebootPending(5), notNunning(6)}

*Provides this information on the alarm:*

----- below are trap components -----

MGC\_AlarmId.0: 0

MGC\_AlarmCatId.0: 65

MGC\_AlarmCatName.0: MAJOR M-OOS

MGC\_AlarmCatDesc.0: Required process manually out of service

MGC\_AlarmStatus.0: 2

MGC\_AlarmNotify.0: 1

MGC\_AlarmSeverity.0: 3

MGC\_AlarmReported.0: 2

MGC\_ComponentId.196611: 196611

MGC\_ComponentType.196611: 3

MGC\_CompMMLName.196611: MM-01

MGC\_CompDesc.196611: Measurement Manager

MGC\_CompParentId.196611: 131079

MGC\_AlarmTime.0: 1115026681

